

BMS4180 Counseling and Performance Feedback

PURPOSE:

This course is designed to define the fundamentals of counseling and performance feedback through a discussion of the unique attributes of each and how they are interdependent of each other. Throughout the course, learners will be provided with practical tools for use in counseling and providing feedback on performance.

LEARNING OUTCOMES:

After successful completion of this course, the learners will be able to:

- Define counseling and performance feedback
- Explain the benefits of counseling and performance feedback
- Explain the fears of counseling and why managers avoid it
- Explain the five keys of successful counseling
- Create an action plan for counseling
- Explain the differences between performance feedback and criticism
- Explain how to provide feedback

CONTENT:

The following modules will be covered in the session:

- Performance Feedback
- Providing Effective Feedback
- Defining Counseling
- Conducting a Successful Counseling Session

METHODS:

This class will consist of group discussion, role play, Lecture and course evaluation.

LENGTH:

7 Hours / 1 Session

AUDIENCE:

Supervisors and Managers

PREREQUISITES:

None

CEU CREDITS:

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